

POSITION DESCRIPTION EP

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

PART I-Position Information

1. Agency Name Dept. of Social & Rehabilitation Services	9. Position Number K0165225	10. Budget Program Number 23841	
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) Human Service Specialist		
3. Division Northeast Region SRS	12. Proposed Class Title		
4. Section Program and Service Integration	13. Allocation		
5. Unit Economic and Employment Services: TAF Family Services	For Use By Personnel Office	14(a). Effective Date	14(b). FLSA Code
6. Location (address where employee works) City: Atchison County: Atchison		15. By _____ Approved _____	
7. (Circle appropriate time) Full time X Perm. X Inter. Part time Temp. 100 %		16. Audit Date: _____ By: _____ Date: _____ By: _____	
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM/PM TO: 5:00 AM/PM		17. Position Reviews Date: _____ Date: _____ Date: _____ Date: _____	

PART II-Organizational Information

18(a). Briefly describe why this position exists. What is the purpose, goal, or mission of the position.)

This position determines eligibility for one of more federal and state means tested programs for families including Temporary Assistance to Needy Families, General cash Assistance, food Assistance, Medical assistance, child care Assistance and employment Preparation Services. Will work jointly and collaboratively with an Integrated Service Team in order to deliver services in a customer friendly manner to meet the needs of a vulnerable population.

The purpose of this position is to work in a cooperative fashion with customers, staff and agency partners to provide efficient and effective service. At SRS, the customer is placed at the center of planning, policy development, program implementation and practice with customer outcomes driving decision-making at all levels. By integrating services, we create and maintain a prevention focus as a way of doing business by interacting and engaging with others to proactively foster well-being.

18(b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name	Title	Position Number
Thomas D. Histan	Human Services Supervisor	K0063282

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Same		

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Following successful completion of probation, work is performed using independent judgement within agency policies and procedures. Manuals, training, individual and unit conferences, goals and objectives are provided to assist the employee in performing assigned tasks. Cases and tasks are assigned by the supervisor with general directions. Instructions are provided in manuals and policy memos or through verbal and written instructions.

- d) Which statement best describes the results of error in action or decision of this employee?
- () Minimal property damage, minor injury, minor disruption of the flow of work.
 - (X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
 - () Major program failure, major property loss, or serious injury of incapacitation.
 - () Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:) **What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identify each function as essential or marginal by placing an **E** or **M** next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incidental or minimal part of the position.

No.	%	E or M	
			All tasks are reviewed by the supervisor for appropriateness, accuracy, and timeliness on a monthly basis through case readings and feedback sessions.

1. 10 % E LEADERSHIP

Demonstrates leadership by fostering a commitment to achieving mission, vision, and guiding principles of the agency, the region, and the Program and Service Integration line of business. Serves as advocate for customers throughout all program areas - and lines of business within the agency. Identifies gaps and needs for community and agency services and seeks to direct customer to other community resources. Models behavior expected from others. Ensures relationships within and between Integrated Service Team members, Integrated Service Teams, and lines of business are constructive and demonstrate mutual support, respect, trust, openness, and value diversity.

Economic and Employment Human Service Specialist - will develop a working knowledge of resources within the community and advocates for customer needs from other state and local programs in order to assist customers with accessing these resources. Assumes a leadership role within the office environment by professional interactions with peers, coworkers and team members, assisting co workers to deal with changes. Demonstrates leadership through professional contacts with community agencies, occasional public speaking , or serving as agency representative to community work groups.

2. 15% E COMMUNICATION

Knows, understands, and communicates agency direction to others and relates work to overall goals of SRS and state government. Communicates with customers, the community, managers and co-workers in a manner that is courteous, respectful, and protects human dignity. Establishes rapport and engages with customer in a manner which allows incumbent to effectively assess customer needs through allowing the customer to tell their story. Communicates options for agency and community services to meet identified customer needs in a manner that the customer can understand. Effectively communicates customer needs to team leader, other team members, and appropriate community partners in order to facilitate development of a customer-driven service delivery plan.

Economic and Employment Human Service Specialist will demonstrate effective communication with customers during face to face, home visits, and phone interviews in order to gather assessment and eligibility information. Requires the use of a variety of interviewing skills in order to obtain information from customers with varied levels of education, ethnic and cultural backgrounds. Verbal and written communication (i.e. face to face, phone calls, letters, notices, email) will convey necessary information clearly and concisely. Timely and accurately documents actions and worker decisions. Clearly explains agency services, eligibility guidelines, and customer rights and responsibilities. Effectively communicates with peers, co workers, team members and with management.

3. 15% E TEAMWORK

Fully participates in integrated service team through active participation in team meetings, completing work assignments timely, and working collaboratively with team members. Sees the goals of the team and needs of the customer as more important than personal or program specific agendas. Is flexible and uses program expertise to contribute to finding solutions to customer problems. Involves other team members in exploring solutions.

Economic and Employment Human Service Specialist will demonstrate teamwork by jointly working with the customer to develop and evaluate the progress of the customer in self sufficiency and regularly reviews plans to determine agency services are meeting customer needs. Attend and participate in agency training, conferences, supervisory and unit meetings in order to prepare as a team for policy and program changes and support the unit in consistent and accurate service delivery

4. 30% E CUSTOMER SERVICE

Develops customer-directed case plans which meet customer needs and reflect a holistic view of the customer and recognizes customer is part of a larger societal system (e.g. Family, community, etc.) and involves customer in service plan development and setting priorities. Conducts customer needs assessments using a big picture perspective and identifies multiple options for solutions. Sees crisis in customer's life as an opportunity for change for the customer or their family. Ensures program integrity by beginning from the perspective that the customer is eligible unless there is justification for ineligibility and when ineligible, identify and present alternatives to the family. Develops alternative to meet customer needs by being open-minded, using creative thinking and problem-solving skills. Recognizes need for individual cross system advocacy and refer to IST when appropriate.

Economic and Employment Human Service Specialist will demonstrate excellent customer service by accurately and timely delivery of economic and employment services programs to customers. This is accomplished by organizing and managing work load using computer and manual information systems, alerts, system and data reports to insure that deadlines are met. Plans, implements, and updates strategies to ensure, quality, quantity, and timely service delivery. Resolves customer concerns about their circumstances and agency policies in order to maintain and improve customer relations.

5. 30% E EES CASELOAD MANAGEMENT

Economic and Employment Human Service Specialist will operate a computer in an accurate and timely manner in order to enter data collected from interview, written documents, and other sources to document eligibility decisions. Requires complex problem solving and decision making in order to apply customer information to program policy guidelines and computer systems. Fundamental accounting principles, mathematical computations and general understanding of legal terminology are necessary to analyze and qualitatively apply policy.

Analyzes the implications of policy decisions and provides input regarding the impact on customers, staff and operation of the agency and program integrity. Authorizes services in the proper amount and within established time frames to customers to ensure that customer needs are met timely. Identifies and takes appropriate steps to correct errors by following established policies and procedures. Ensures federal and state guidelines are adhered to in the issuance of customer benefits

The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to perform essential functions would cause severe financial and emotional hardships for customers and could result in the loss of federal funds and/or other fiscal sanctions to the state of Kansas.

23. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
() Plans, staffs, evaluates, and directs work of employees of a work unit.
() Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title

Position/KIPPS Number

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position involves daily contacts agency customers, agency employees, other social service agencies, community resource agencies, governmental officials, and the general public in order to determine assistance eligibility for customers. Makes referral to and coordination of access to other services within the community for customers. Daily dissemination of information regarding state and federal regulations as well as agency programs, policy, and procedures.

25. What hazards, risks or discomforts exist on the job or in the work environment?

Exposure to disagreeable weather conditions and extreme levels of temperature, ventilation, and light is normal. Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset customers when dealing with issues of eligibility for assistance. Long periods of time may be spent on a computer and various computer systems. A high level of stress may exist in the determination of eligibility due to the limitations of the programs and resources to effectively resolve the customers need for help.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Computers, telephone systems, fax, calculator and copy machine are used daily. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to customers.

PART III-Education, Experience and Physical Requirements Information.

27. Minimum Qualifications as stated in the State of Kansas Class Specification.

Four years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's programs. Post secondary education may be substituted for experience as determined relevant by the agency.

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of the position. (License, registration or certification).

Must obtain and maintain Security Clearance

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

Work experience with caseload management within a Human Service Agency.
Work experience in determining eligibility for Human Service programs.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Work is in office setting, sitting at a desk, reviewing file documentation, and entering data for an extended period of time. The employee may be required to perform handling activities with lightweight or easily moved items (e.g. books, file folders, boxes of office supplies, small machine parts, etc.); perform moving activities for brief periods; operate light equipment. The employee must be able to travel and be away from home for periods of time attending meetings, training and conferences.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

Employees are instructed to use standard safety devices available and provided for machinery and equipment, e.g., wrist rests for computer keyboards, seatbelts for automobiles, etc. Employees are instructed to maintain environmental awareness during field work to avoid or otherwise prevent or minimize unsafe situations and unsafe personal contact. Employees are cautioned to execute strict key control for agency facilities and lock all doors after normal duty hours. Employee's can sometimes calm a hostile and threatening customer by being non judgmental, showing concern for the customer's situation and respect for their point of view. Law enforcement may be summoned by dialing 911 and asking for assistance when the customer refuses to leave or threatens harm.

PART IV-Signatures

Signature of Employee Date

Signature of Personnel Official Date

Date

Signature of Agency Head or Signature of Supervisor
Appointing Authority Date